

## **Close Protection and Road rage (Part two):**

It's a lovely sunny summer day and my mobile phone rings. "With Jerome" I answered, it is my VIP who wants to go cycling through the dunes. He asked me if it is a good idea and as sunny summer days are rare in the Netherlands, I advised him to go for it. He wanted to go out with his wife and children. When he said that I thought it could become a tough day today.

If you're familiar with the Hague you know what I mean with a tough day. The only advantage we had was that we were by bike. Because driving along the Boulevard of Scheveningen, Kijkduin or from another seaside resort is terrible. Lots of tourist in cars, on bikes or as pedestrians make driving and cycling along a boulevard to a nightmare. The VIP's little kids were also looking forward to cycle through the dunes.

Fifteen minutes after my VIP phoned me, we jumped on the bikes and went off to the dunes. You could see that the family was happy, because going out with mum and dad, didn't happen that often! Because I have a child the VIP asked me to take care of his kids. He has two sons Lucas (4½yrs) and Mike (7yrs), both like me very much. It's like they are my own sons, we have a good relationship. Sometimes, when I call to say that their daddy is not coming, they cry and say that are unhappy. I'm aware that is hard because the boys ask you things where they want an answer on, but I've to keep it strictly business like.

Therefore going cycling through the dunes with the whole family was an excellent opportunity to get rid of all stress and emotions. It was a really lovely day, the sun was shining brightly and you could smell the sea. Because mum and dad had fun, the boys had fun as well.

The security detail was big as six persons, four for the parents and two for the kids. In case of an emergency cars could be around in seconds. We made good arrangements with the RegioPolitie Haaglanden.

Because everything went so good the kids start to have big fun, so they tried to tease mum and dad! Guess what, their parents were in an excellent mood so they started to tease back. Can you image what was happening? It was a long time ago that this family had such fun and I was proud to be a part of it.

When we arrived at the "Wassenaarse Slag" the boys were tired, so we stopped and walked to a beach tent. There the boys wanted to eat pancakes and ice-cream. Dad said that because he had such fun that the boys could have their pancakes and ice-cream.

After the lunch we walked along the beach, still everybody had big fun! Lucas and Mike had such fun that they started to tease me.

Around four o'clock in the afternoon my VIP saw that their boys had enough, so he asked me if I could arrange that they could go back by car. I told him that his car was already there. So we jumped on our bikes again and cycled from the Wassenaarse Slag to Hotel/Restaurant Duinoord which is located behind the dunes.

Because the sunny summer day the road was busy, a lot of cars were passing by. Sometimes very close to the kids and I could hear dad saying things about the drivers. In my opinion he was right but I had to look after his kids.

At one point a driver pushed me and Lucas aside, I didn't mind, but I was more concerned about Lucas because he started to cry and also complaining about pain.

At the same time the driver hit me and Lucas, my VIP got furious at the driver. My VIP was really angry and upset because his little boy was hit and in pain. It looked like that my VIP wanted to go to the driver, because the driver was angry on Lucas. He claimed that Lucas had caused the accident.

Can you image what happened when the two fathers started yelling at each other because of road rage? My concern was Lucas and after a view minutes also Mike because he was scared by what happened with his brother.

The CCPO of the day took my VIP quickly away from the scene and driver. What started as a nice day almost ended in a nightmare. The snap decision of the CCPO to separate the 2 fathers made a big difference.

When I was looking after Lucas and Mike I called their chauffeur in. He was very quick on the site, I told one of the CPO's to go with Lucas and his mother to the First Aid Post of Bronovo Hospital.

I stayed with my VIP, although I wasn't his CCPO that day and his son Mike. But because I'm most of the time his CCPO and know him very well, I thought it was better to stay with him.

The CCPO called in the VIP-Chauffeur and a view moments later he was there. I took over and put my VIP and his son Mike in the vehicle and went away. We left our CCPO behind so he could call the police and explain what had happened.

The road rage driver got even angrier when he saw this, but again my CCPO showed his professionalism and calmed down the driver. My CCPO told the driver that he would stay until the police showed up. Really, I'm lucky to have such professionals in my team!

My VIP was still very upset, when we were driving away from the scene, but enough to give his oldest son a big hug and a kiss. I was pleased to see that happen, because before the accident they had such a good time with each other!

My VIP praised us because our professional handling of the situation. He was very pleased about how I calmed down his Lucas. The only thing I could say was: "That's my job my sir." My VIP was concerned about the CCPO who we left behind. I told my VIP not to worry, because the CCPO knows what to do. Then the car phone rang, I answered it. It was the VIPs wife to tell that about the hospital examining. Apparently nothing seriously wrong, but they had to do some tests. His worried face turned into a smiling face and he was happy to hear this.

We were driving towards Bronovo Hospital, when my VIP asked me to call the CCPO how he was doing. I called the CCPO, he was already talking to the local police and he said that everything was under control! Even the angry road rage was very quiet.

When I ended the phone call we were at Bronovo Hospital. My VIP and his son Mike stepped out and I followed them to the First Aid Post. At the First Aid Post we saw a smiling Lucas with his right arm in blue plaster. He shouted: "Look Dad!" His father smiled as well and he said that Lucas choose a very nice colour for the plaster! He gave his son a kiss and a big hug. So the nice day out still ended in a nice way.

My VIP took me apart and praised me and my team again, how we dealt with this delicate situation. Then he went back to his wife and kids all were smiling and looking happy again!  
So what can we learn about this situation?

That road rage can overcome everybody even CPO's on detail, but professional handling (with the aftermath) can expel the worse. Taking away of the VIP of the road rage scene is a must, because it is a threat to him. It can be the beginning/start of an assassination. Because we had the vehicles nearby, we were able to act quickly. Leave at least one CPO behind so he can solve the road rage scene with the police and that person.

The last we want is that we drive away and leave the road rage driver behind (only in live threatening situations). Otherwise he will call the police and tell them that we fled the scene. That is definitely not what we want, if the media press gets notice of that, big negative articles about my VIP will appear in the news. And that is not what we or the VIP want(s).

**Learning Points:**

- (Re)Act professional as my CCPO did and stay professional because than you win the most,
- Leave one CPO at the scene,
- Stay in contact with your fellow CPO's,
- Always inform the (local) police about what happened, the CPO on the scene can do the rest,
- Don't forget to pick up your CPO and the bikes (we had already another chauffeur on the scene to deal with that),
- And at last try to stay safe!

**Again:**

"Be and stay the professional as you are already. Take care of yourself, the VIP and stay safe!"

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